



## OFFICE 365 USER GUIDE

CSUM

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## Welcome to Office 365!

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CSUM is transitioning to Office 365. This cloud solution will benefit the organization by providing improved messaging, calendaring and collaboration, and will allow easy access to e-mail and files anytime, anywhere, and from virtually any device. The purpose of this document is to get you setup, set some expectations, and familiarize yourself with Office 365.

This guide will walk you through the basics on how to setup your Outlook Web Access, how to connect your Outlook desktop software, as well as your mobile phone to read your email, and what to expect when setting up Outlook with your Office 365 account for the first time.

Enjoy Office 365, and let's get started!

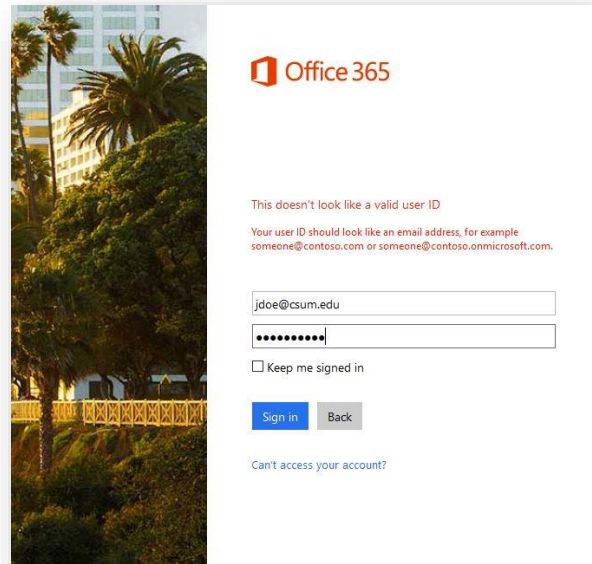
## Getting Setup on Office 365

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### Getting Onboard with Outlook Web App

Outlook Web App is a full-featured email program which you can launch from any internet browser. To login to the Outlook Web App, perform the following:

1. Login to <http://portal.office.com>
2. Enter your username for Office 365. Your username will be similar to your email address, in the form of [jdoe@csum.edu](mailto:jdoe@csum.edu). For example, for John Doe, it would be [jdoe@csum.edu](mailto:jdoe@csum.edu).
3. Your password is the same as the one used to login to the CSUM network. **If you do not know your password, please contact a help desk representative to have your password reset.**



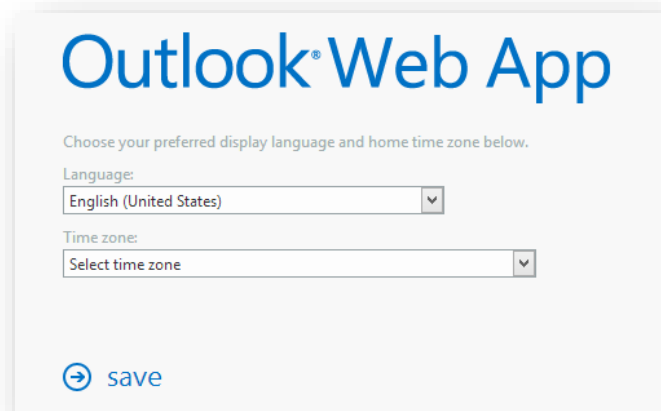
- Once you are logged in, click on the link to Outlook, located in the middle of the web page.



- Once you click on Outlook, you may be prompted to adjust the Language and Time Zone.

You will now be in Outlook Web App. Your email should already be populated. If you do not see all your email, calendars or contacts or tasks, please contact a Managed Solution representative.

You can now explore all the features that Outlook Web App has to offer. This is a great alternative to using the Desktop version of Outlook, and you can access your email from any computer from anywhere there is an internet connection.

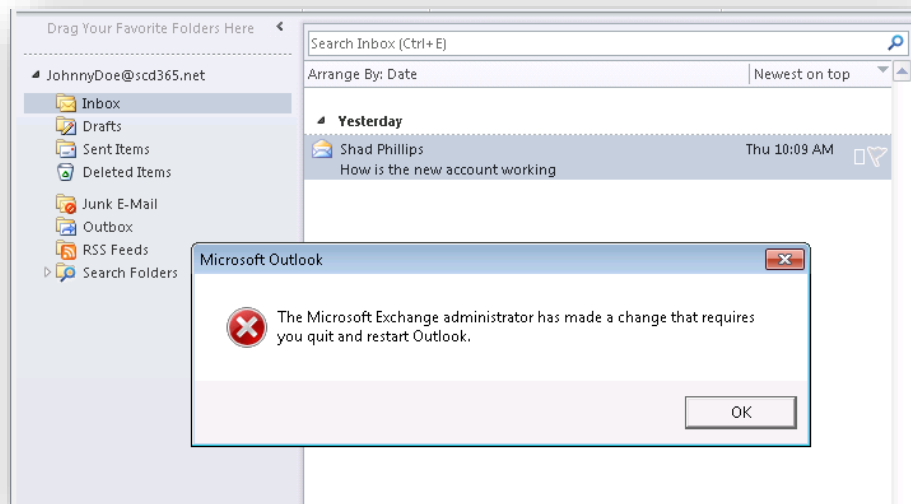


## Launching Outlook on your Desktop After Your Mailbox Has Migrated

When opening Outlook on your desktop for the first time after your mailbox has been migrated, there are a few settings that Outlook will attempt to locate and adjust. When that happens, within about 15 minutes, you may see a message of the following: **"The Microsoft Exchange Administrator has made a change that requires you to quit and restart Outlook"**.

Go ahead and quit Outlook, and restart it. You will be automatically connected to your new mailbox.

There is virtually no change in the way you should use Outlook, therefore, it will be business as usual!

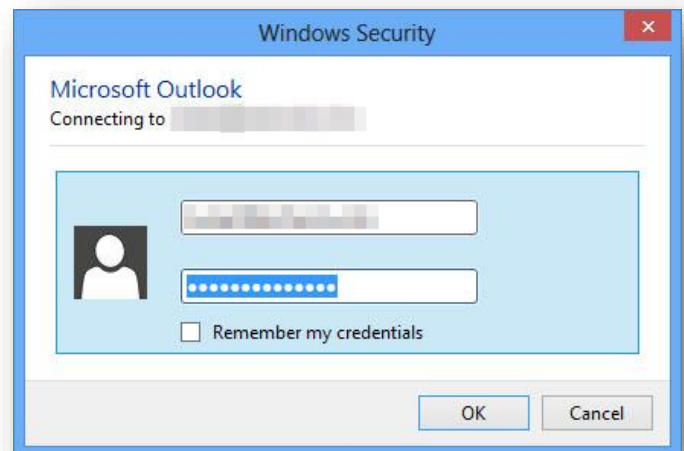


If your primary Email address is different than your Office 365 login name, then Outlook may prompt you an additional time to login. If so, please enter your full username as *<first initial> Lastname@csum.edu*.

Click on "Remember my credentials", then click OK.

Repeat this procedure if Outlook prompts for a username and password again.

If you cannot get past this login prompt, please notify the help desk for assistance.

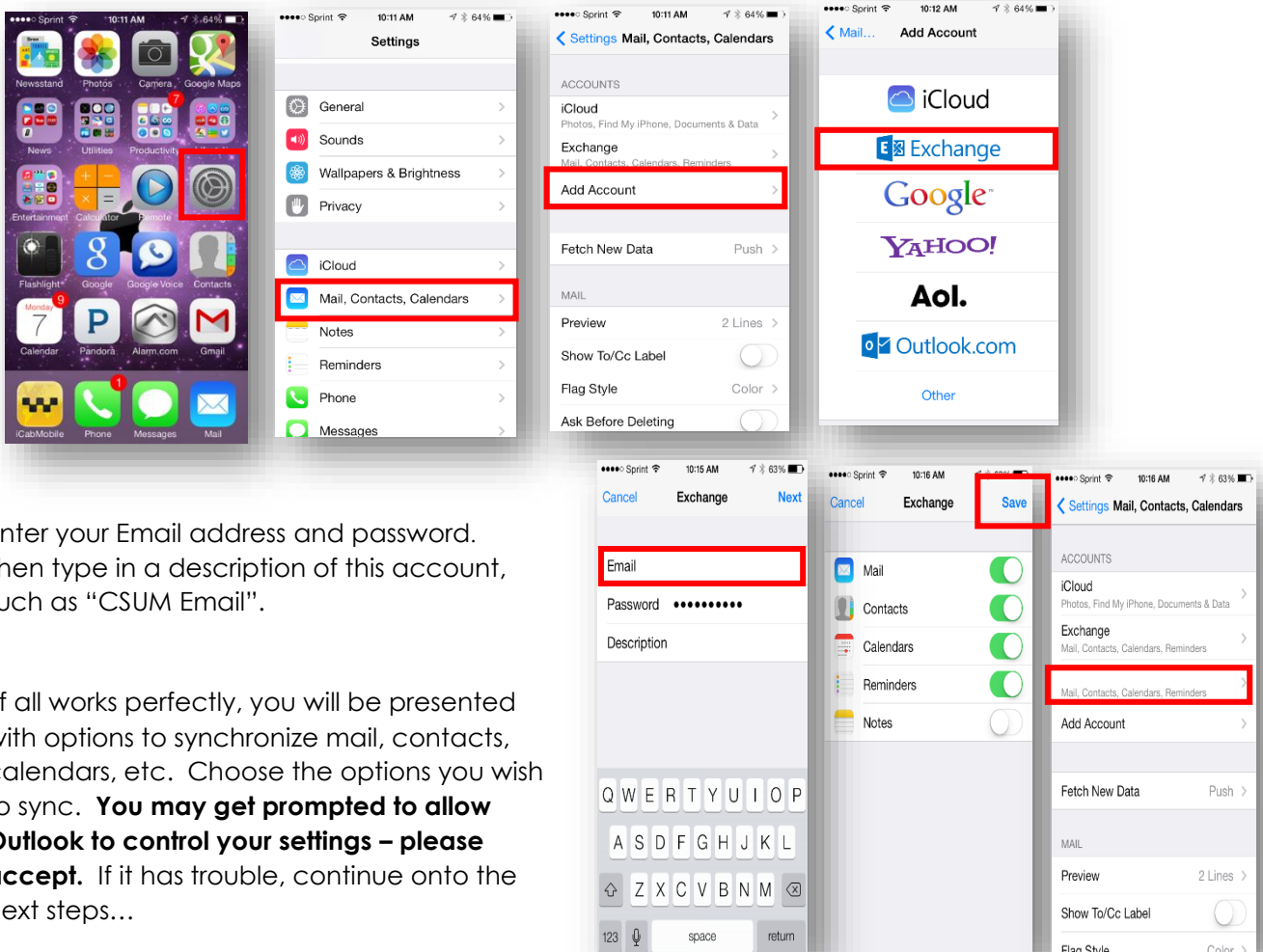


## Setting up your SmartPhone\*

\*These settings apply to iPhone, but Android and other smartphones and tablets use similar settings. These screenshots will vary depending on the type of phone you use.

**The following shows you steps on how to configure an iPhone or iPad:**

1. Before proceeding, go to Settings, “Mail, Contacts, Calendars”, click on the Account named Exchange, and **DELETE** it. Wait until the account is fully removed.
2. From your iPhone home screen, click on the Settings icon. Then, click on “Mail, Contacts, Calendars”.
3. Next, click on “Add Account...”. Select Microsoft Exchange.



4. Enter your Email address and password. Then type in a description of this account, such as “CSUM Email”.
5. If all works perfectly, you will be presented with options to synchronize mail, contacts, calendars, etc. Choose the options you wish to sync. **You may get prompted to allow Outlook to control your settings – please accept.** If it has trouble, continue onto the next steps...
6. Sometimes, an iPhone cannot automatically find an email account. Therefore, it will prompt for additional information. Refer to the next page for the settings to fill in, in case it does not recognize your account the first time.

## Manual iPhone settings (in case first attempt fails):

Email Address: <first initial>.lastname@csum.edu

Password: Your CSUM network password

Username: <first initial>.lastname@csum.edu (this may be slightly different than your email address for some of you)

Domain: CSUM

Server: **m.outlook.com**

SSL should be checked (enabled)

If you STILL have trouble, please REBOOT your phone – this usually does the trick!

## Manual Android settings (in case first attempt fails):

1. First, please remove your existing Exchange or Corporate email account from your Android device. If you need help, please consult your manufacturer's website for removal instructions, as it varies depending on Android version or Phone Model.
2. From the Start screen, flick left to App list > Settings Settings icon > email+accounts > add an account > Exchange.
3. Enter your Email address and Password: **<first initial>.lastname@csum.edu** and your Active Directory password.
4. Tap sign in. If the phone finds your account settings, then your email, calendar, and contacts will be synced to your phone, and you can skip to Step 12. If not, continue to the next step.
5. Verify that your email address and password are correct.
6. Verify your User name. Your username may be slightly different than your primary email address. Change it to the correct username.
7. In the Domain field, leave this blank.
8. Tap sign in.
9. If you still cannot find your settings, tap **advanced**.
10. Tap Server, and enter **m.outlook.com**.
11. If necessary, tap **show all settings**. Edit any additional settings required by your server.
12. Tap sign in.

You may get prompted to allow Outlook to control your settings – please accept.

If you STILL have trouble, please REBOOT your phone – this usually does the trick!

## How to Get Help

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Please contact [HELPDESK@CSUM.EDU](mailto:HELPDESK@CSUM.EDU) PH: 707.654.1048